

TRANSIT AUTHORITY OF NORTHERN KENTUCKY

POSITION DESCRIPTION

September 2018

Position Title: Transit Operations Supervisor

Dept. /Division: Operations

Reports to: Manager of Transit Operations

FLSA Status: Non-Exempt

JOB SUMMARY:

The Transit Supervisor provides support and coaching to TANK Operators in an effort to provide the best service possible to TANK customers. Supervisor assigns all daily work, assigns buses, and oversees scheduled services.

EDUCATION / EXPERIENCE REQUIREMENTS:

- Minimum High school diploma or equivalent.
- Minimum one (1) year transit experience.
- Minimum one (1) year of experience in supervisory or management preferred. Supervisory or management of employees in a union environment preferred.
- Ability to develop work standards, SOPs (Standard Operating Procedures), preventative measures to minimize process failures, and implement effective countermeasures when failures do occur.
- Ability to manage dynamic or real time situations that affect passengers, operators or the performance of the fleet.
- Strong problem solving and conflict management skills.
- Knowledge of management principles and practices, including optimum use of human and material resources.
- Ability to effectively interact with staff, department heads, the public, and contract services providers.
- Ability to learn TANK's computer aided dispatch technology.
- Ability to communicate effectively, both orally and in writing.
- Desire to continue professional development.
- Ability to work with computers, standard business/office software and all applicable TANK systems/software.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Manages, leads, and motivates TANK operators in the effort of providing safe, customer oriented service.
- Manages and ensures achievement of TANK KPI's: Safety, On Time Performance, Customer Service, Customer Complaints and Operator Attendance.
- Participates in TANK's STEP Program which includes motivating, coaching and performance management to include issuing discipline when necessary.

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- Utilizes the CAS System to follow up and investigate complaints/issues/commendations with customers and operators.
- Reports, through electronic and telephone contact, any road hazards, roadblocks, and other matters which may affect movement of the buses or the ability to adequately service passengers. Provides recommendations to resolve the problem.
- Assists passengers in accessing service when needed.
- Provides feedback to the Manager of Scheduling in preparation of schedules and cutting of runs through the use of schedule time checks.
- Assists in the provision of special services, in particular on-street supervision of special movements.
- Follows up on vehicular accidents to ensure accidents are reported and reports are made correctly. Works with police and other local agencies to gather accident information.
- Reports any operational problems and coordinates efforts to resolve, including internal factors, such as schedule adherence, equipment failure, overloading, etc. and external factors such as street conditions, snow removal, traffic control, etc. to the Director of Operations.
- Maintains surveillance on the condition of passenger amenities, including bus stop signs, passenger shelters, schedule racks and benches and reports problems to the dispatcher on duty.
- Follows and implements drug and alcohol policies and procedures.
- Makes deliveries of public schedules/ride guides to various locations and ensures that these locations are properly stocked.
- Works to foster a team environment within the supervisory staff.
- Fills in for Transit Operations Dispatcher when necessary.
- Performs other duties as assigned.

PHYSICAL DEMANDS:

- Sitting in a normal seated position for extended periods of time.
- Standing and walking for long periods of time.
- Climbing stairs and inclines, frequently bending, stooping, pulling, or pushing on a regular basis.
- Exposure to the outdoor climates and weather
- Lift and carry objects up to 50 pounds
- Correctible ability to see and hear in a normal range.
- Finger dexterity required to manipulate objects with fingers, such as using a computer keyboard.
- Reaching and extending hands and arms in all directions.

LICENCES REQUIRED:

- Valid driver's license. CDL license strongly preferred.

SUPERVISORY RESPONSIBILITIES:

- Directly supervises Operators.

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INTERNAL & EXTERNAL CONTACTS:

- Internal Staff
- Passengers
- Police
- City Officials

TYPE:

Various
Various
Accident Investigation/Traffic Management
Sign maintenance/Miscellaneous

This job description indicates in general the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of an incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required. An incumbent may be asked to perform other duties as required.